

# Public Services Policy

## Peru Public Library

The Public Services Policy encompasses how the library provides patron assistance, programs, circulation, interlibrary loan, reference, and readers' advisory. As outlined in this Public Services Policy, the Peru Public Library adheres to the provision service standards when serving those visiting the library.

### Assistance

The Peru Public Library strives to provide patrons, regardless of age, access to information, educational and cultural materials, and services in traditional and innovative formats. As the community's recreational reading, information, and literacy leader, with the goal to help library patrons be lifelong learners. The library continually evolves to meet its patrons changing needs.

### All Are Welcome

The Peru Public Library as a publicly supported library is a government entity that provides free, fair, and equitable access to information for all people of the community it serves. We observe American Library Association policies regarding freedom of access, including the Library Bill of Rights, Freedom to Read, Freedom to View, and related statements contained in the *Intellectual Freedom Manual*. The Peru Public Library upholds the principles of intellectual freedom; the citizen's right to information, the right to confidentiality of users' records, and opposes censorship.

### Code of Ethics

The Peru Public Library adheres to the American Library Association Code of Ethics. Library staff regards all information transactions, interviews, and records as confidential. All patrons are served without partiality.

Information is presented without interpretation, advice, analysis, or personal recommendation for the following topics: law, medicine, consumer information, religion, politics, finances, and taxes. Staff will not engage in conversation or debate of a personal nature, including but not limited to, religious beliefs, political positions, or personal lives.

### Services and Resources of the Library

1. The director is responsible for the selection and organization of material and other resources that meet and anticipate the needs and wants of the community. Other professional staff assists in the materials selection process.
2. The library collaborates with other community agencies, organizations, and libraries for programming, projects, collection development, and information sharing.

3. Library staff promotes collection strengths and related resources offered by the Peru Library and other libraries. Staff attempts to secure information beyond in-house resources when applicable. Please see the interlibrary loan section below for more details.
4. The library provides services during the hours that meet the needs of the community and according to fiscal resources.
5. The library's professional staff offers services and collections to meet the cultural and informational needs of the community. The library director and staff promotes the library's resources, programs, and services, utilizing the media and library publications.

## Programs and Events

The Peru Library offers programs intended to further the library's mission. Programming is an integral component of library service that allows patrons to share experiences, explore topics of interest and continue learning.

Library programs are generally free and open to the public. The following criteria are used when considering and planning library-sponsored programs:

- The library collections and resources are promoted.
- Program topics are relevant and timely to community needs and interests.
- Funding is available.
- Programming space is available.
- Programs are non-commercial.
- No individual or organization shall use a program at the library to advertise or recruit members or customers nor collect contact information for attendees without knowledge and approval.

Requests to present programs are considered and weighed against the public's demonstrated interest in the topic, budget, and other allocated resources as well as the presenter's qualifications, expertise, and reputation. Decisions on which programs to offer are made by the library's program coordinators.

When pre-registration is required, it must be handled by the library unless other arrangements are agreed upon and made.

At the discretion of the Library Director, a cost-recovery fee may be charged for library programs. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by presenters and participants.

Outside organizations may book the library's meeting room based on established meeting room policy, regulations, and library schedule. The organization is responsible for booking the

meeting room and doing their own publicity. See Meeting Room Policy and Meeting Room Application.

## Circulation Services

The circulation services facilitate community access to the materials and information in the library's collection. This section explains the guidelines for borrowing material, as well as patrons' responsibilities when borrowing items from the library.

### Eligibility and Registration

Individuals living within the library's geographical boundaries are eligible for a free library card once an application form is completed. All library cards issued by the Peru Library are valid for a year.

The application form is available 1) at each circulation desks, 2) on the library's website <https://perulibrary.org/about/get-a-library-card/>, and 3) with the PrairieCat mobile app. Photo identification and proof of residency are required at the time of registration.

Applicants under 18 years of age must have a parent or guardian from the same address as the applicant present to give consent. Parents/guardians are fiscally responsible for the material borrowed by their children through the age of 17.

At the patron's written request, patrons living at the same household address may be connected or linked in the library's patron database, allowing linked individuals to pick up each other's holds/requests. The library defines a household as individuals living at the same address. We do not attempt to define family.

### Types of Library Cards

1. Resident Card (full access account)  
Residents of Peru are eligible to receive a library card. Each person living at the same Peru household address is able to have a library card. The library does not have any age limits on receiving a library card.
2. Digital Access Account  
Residents of Peru who are not able to physically visit the library are eligible to request a Digital Access Account. This account, requested through the website, <https://perulibrary.org/about/digital-access-account/>, provides patrons access to the digital collection. The Digital Access Account is transferrable to a Resident card (full access account) by visiting the library with appropriate photo identification.
3. Taxpayer Card (Non-Resident Property Owners)

Individuals living outside any library service area, but paying property taxes to the Peru Public Library are eligible for a Non-Resident Property Owner card (75 ILCS 16/30-55.60). The individual must bring their current tax bill as proof of taxpayer status. Both the individuals living on the property (renters, leasers) and the property owner(s) are eligible for a Peru Library card. Renters have a Resident card and non-residents have a Non-Resident Property Owner/Taxpayer card.

#### 4. Business Card

Individuals owning or renting business property within the Peru Public Library District are eligible to receive a Business card. (see 75 ILCS 16/30-55.60). Only one card is issued per business. The business owner requesting the card must provide a letter, on company letterhead, stating the desire to have a business library card. The library card is in the business's name with the owner or head administrator being responsible for all account activity, including fines and payments.

#### 5. Reciprocal Borrower Card

Peru Library accepts all public library cardholders from across the state of Illinois. The borrowing and hold capabilities of these cardholders are outlined below in the Interlibrary Loan section. Library users from non-PrairieCat libraries are required to complete a library card application and present a photo ID.

#### 6. Non-resident Card

Individuals living outside the boundaries of any Illinois public library are eligible to purchase a non-resident card to receive full access to the library. In accordance with Illinois law (75 ILCS 16/30-55.60), the non-resident purchases a library card from the public library serving the school district where the individual lives. With the purchase of the non-resident card, each individual living at the same household address receives a library card.

#### 7. Other Library Users

Individuals not eligible for borrowing privileges are welcome to use library materials and services, and attend programs while physically at the library.

### Cardholder Responsibilities

- A library card is issued to an individual and is not transferrable, even to a family member. Patrons are responsible for all materials borrowed with their account. Patrons are responsible for returning material in complete and good condition.
- We circulate material without regard to a patron's age. A parent or guardian is responsible for their minor child's use of library materials and services, including payment of any fines or charges.
- Patrons under 18 may use the library's computers unless a parent or guardian chooses the "opt-out" option on the library card application form. This can be changed at any time by visiting the library.

## Collection Material

The library lends most of its material collection. Library materials are grouped by format - large print, adult, teen, youth, magazines, DVDs, audiobooks, kits, music CDs, video games, hotspots, Rokus, and a variety of library of things items ranging from board games to 3-D pens.

The local history & genealogy collection and newspaper issues are non-circulating items that may be used in the library. Library online resources are available in-house to everyone and at home to only Peru patrons.

## Loan Periods, Renewals, and Fines

Peru Public Library loans its material for 7 to 14 days, depending on the material's format. Patrons may borrow any circulating material from the library's collection with their valid Illinois public library card. We do not limit the number of items a Peru patron may borrow.

Patrons may renew their item(s) in person, by calling the library (815-223-0229 or 888-542-7259), using the PrairieCat mobile app, or through My Account in PrairieCat (<https://www.prairiecat.info/library/2023>).

Peru library material is renewable three times, if:

- There are no fines or fees totaling \$10.00 owed.
- There are no other requests for the material.
- It is not overdue.
- It is not a new item (owned for 15 weeks or less).

Fines are charged only when library material is late. The library is fine free on most formats of Peru material borrowed by Peru patrons. Late fines are charged on the library's Hotspot and Rokus. When a patron reaches the PrairieCat consortium fine threshold, their circulation, hold requests, and database usage are suspended. When apparent misuse of linked cardholder accounts happens to avoid paying fines or fees, the library reserves the right to consider all patrons at the shared address as delinquent and suspend circulation rights.

Reminder notifications of an item's overdue status are sent at intervals set by the PrairieCat consortium. A courtesy or first notification is sent by email, text, or phone call. The second notification is sent to the patron via email or print. A bill is mailed to the patron for items that are 21 days or more overdue. The library reserves the right to call a patron concerning overdue items.

Patrons may pay their fines or fees in person, in their online account, or in the PrairieCat App. Checks should be made payable to Peru Public Library unless the item belongs to another library.

## Interlibrary Loan

Interlibrary Loan (ILL) refers to library materials physically lent by one library to another library. Through interlibrary loan, patrons access materials from other Illinois libraries and other U.S. libraries.

Interlibrary Loan supplements the library's collection, enabling us to reach beyond limitations of physical space, budget, and scope of the collection to acquire material for a patron. However, the library exhausts local resources first, including Peru's own collection and those of PrairieCat libraries before requesting from OCLC libraries. OCLC is the name of an international consortium of libraries for interlibrary loan and cataloging cooperation. The library endorses the ILLINET Interlibrary Loan Code and the ALA Interlibrary Loan Code.

The library uses RAILS, ILDS, and the US Postal Service for the delivery of requested material. The RAILS and ILDS systems are free to the Peru Library patrons. A \$3.00 postage fee is assessed for material delivered via the U.S. Postal Service.

If a Peru patron loses or damages material borrowed from another library, the patron is financially responsible for the replacement cost of the material, set by the lending library. Circulation and ILL privileges are suspended until all fees are paid.

### Borrowing – includes renewals and fees

Patrons may request various physical formats (ex. Books, audiovisual materials, magazines, government documents, microfilm, photocopies, etc.) through Interlibrary Loan. There are limits on e-formatted materials specific to each library. While all libraries attempt to have the broadest range of materials available for interlibrary loan, libraries reserve the right to refuse to lend materials or to ask the borrowing library to restrict the use of materials lent.

### Peru Patrons - PrairieCat

Requests: cardholders may place requests in the PrairieCat catalog on material owned by another PrairieCat library.

Peru patrons may place a request by contacting library staff in person, by phone (815-223-0229), by email ([perulibrary@perulibrary.org](mailto:perulibrary@perulibrary.org)), by using the PrairieCat <https://www.prairiecat.info> catalog, or using the PrairieCat app. When placing a phone ILL request, the patron needs to provide as much information as possible about the requested item as well as their name and library card number.

Notices: When materials arrive from PrairieCat libraries, pickup notification is by phone or email. It is up to the patron to ensure the library has the correct notification information on file. Patrons can also sign up for text notifications through My Account in

PrairieCat. Patrons receive reminders when the PrairieCat material is coming due or is overdue.

Loan Period: If an item was borrowed from a PrairieCat library and borrowed using PrairieCat software at the Peru Public Library, the loan period is governed by the Peru Public Library's circulation section previously outlined under Loan Periods, Renewals, and Fines.

Renewals: Renewal of material from PrairieCat libraries is governed by Peru Public Library's circulation section outlined above.

### **Peru Patrons - OCLC**

Requests: If the Peru patron is seeking material not owned by a PrairieCat library, the patron may place a hold/request in OCLC. The Peru library allows Peru patrons to place their own requests in OCLC. This is unmediated requesting using OCLC's interlibrary loan service.

Or OCLC requests may be placed by phone (815-223-0229) or email ([perulibrary@perulibrary.org](mailto:perulibrary@perulibrary.org)) to the Peru Library. The patron must provide as much information as possible about the requested item as well as their name, library card number, and phone number when placing a hold in person or over the phone.

For additional information on placing OCLC requests, please contact the library.

Notices: When ILL materials arrive from OCLC libraries, patrons will be notified by phone.

Loan Period: If an item was borrowed through OCLC, the loan period and renewal options are determined by the lending/owning library. Staff strictly observes conditions for use of loaned materials imposed by OCLC libraries (ex. shortened loan period, in-library use only, no renewals, etc.). Photocopies may be kept by the patron.

Renewals: Patrons who wish to renew items obtained from OCLC, should contact the head of ILL at least three weekdays before the due date. The staff member will attempt to renew the item and notify the patron of the renewal status. Renewals are at the sole discretion of the owning library and cannot be guaranteed.

### **PrairieCat Library Patrons**

As part of the PrairieCat consortium, patrons from any PrairieCat Library may place requests (place an ILL request) in the PrairieCat Catalog while at the Peru Library. They may also direct the delivery of the material to be picked up/retrieved at the Peru Library.

If the patron is seeking material not owned by a PrairieCat Library, they must make that ILL request at their home library.

### **Other Library Patrons**

Patrons of non-PrairieCat libraries, such as Utica, Ladd, Chicago, must make their ILL requests at their home library as outlined in the ILLINET ILL and ALA ILL Codes.

### **Lending – includes renewals**

Lending is when material is requested for delivery to another library from the Peru Library.

The library attempts to make the broadest range of materials available for interlibrary loan, with a few exceptions. The library also reserves the right to refuse to lend materials or to ask a borrowing library to restrict the use of materials lent. Material newer than 15 weeks is not lent to other libraries, PrairieCat or otherwise.

### **PrairieCat libraries**

As part of the PrairieCat consortium, patrons and library staff from other PrairieCat libraries may place requests (Holds) in the PrairieCat catalog on material owned by Peru.

### **OCLC Libraries and Other Libraries**

Peru Library accepts ILL requests via OCLC and on ALA ILL forms via fax, phone call, and email from the requesting library. We do not charge an ILL or postage fee on the material lent. The Library's OCLC library symbol, mailing address, telephone numbers, and fax number are below. Items requested by Illinois libraries are sent via the RAILS and the Illinois Library Delivery Service (ILDS).

Photocopies and Scans Peru Library makes photocopies or scans of materials for libraries up to 25 pages and within copyright limits. There are no charges for photocopies or scans. Materials are photocopied from hard copy, microfilm, or digital resources as permitted by copyright law.

Loan Period: When the Peru Library lends to non-PrairieCat libraries, the items are checked out for six weeks. This allows for transit time to the requesting library, two weeks for check out, and transit time back to Peru.

Renewals: When lending to libraries outside the PrairieCat consortium, if an item is not on reserve for another patron, the item may be renewed. There is a limit of two renewals.

Lost ILL material: Lending: If Peru Library material is lost or damaged by another library's patron, that patron is responsible for the cost of the material. If the patron does not pay, the borrowing library is responsible for payment. The Peru Public Library assesses a

fee on a lost item equal to the replacement cost of the item plus a \$10.00 processing fee.

### Interlibrary Loan Contact Information

#### **Peru Public Library**

Interlibrary Loan Department | 1409 11<sup>th</sup> Street, Peru, Illinois 61354

Phone: 815.223.0229, Fax: 815.223.1559

OCLC Symbol: OY2

[perulibrary@perulibrary.org](mailto:perulibrary@perulibrary.org)

## Reference

The purpose of Reference Services at the Peru Public Library is to provide accurate information to patrons, assist them using the library's collection, and aid their research including genealogy. This section is designed to ensure patrons receive a fair and equitable level of reference service. Patrons may request research assistance in person, over the phone (815-223-0229), or by email ([perulibrary@perulibrary.org](mailto:perulibrary@perulibrary.org)).

### General Functions

Reference questions are handled in the order received. Contest, homework questions, quizzes, and trivia are regarded as any other reference question.

- Requests requiring extensive research may not be immediately answered. Patron information and questions are recorded and handled as time allows. We reserve the right to charge a nominal fee of \$5 for up to each 30 minutes of in-depth research completed. Patrons are notified prior to work being done.
- As needed, we refer patrons to other libraries, local government agencies, or organizations when direct contact better facilitates answering the question.
- Library staff utilizes appropriate and applicable resources to complete the reference/research query. Source citations are included.

### Availability of Reference Sources

Some resources are only available within the library including but not limited to: local history, genealogy, Consumer Reports, and My Heritage

Some resources are available remotely to valid Peru Library cardholders, including but not limited to: Consumer Reports, Brainfuse, My Heritage, OMNI, eRead Illinois, and WorldCat.

## Readers' Advisory

The purpose of readers' advisory (RA) is to help patrons find material they want to read, hear, or watch. The Library's readers' advisory service is provided by knowledgeable, nonjudgmental staff.

- Readers' advisory is available to all patrons.
- Requests for readers' advisory assistance are taken in person, by phone (815-223-0229), or by email ([perulibrary@perulibrary.org](mailto:perulibrary@perulibrary.org)) with preference given to in-person requests.
- The Library's collection of print, audio, and digital resources are used for Readers' Advisory. Additionally, staff access readers' advisory resources including but not limited to:
  - Syndetics Unbound
  - FantasticFiction
  - Audiofile
  - Displays within the library
  - Professional journals
  - Genre labels
  - Personal reading lists
  - Accelerated Reader
- The library provides ongoing training in readers' advisory interviewing techniques. Continuing education is provided to increase staff awareness of current trends and resources available to provide better readers' advisory.

Adopted by Board Action: 16 September 2021, effective 1 October 2021

Revised: 10 March 2022